(b) Yes, Sir. DoT has decided to do a Special Audit of Reliance Communications Ltd.'s Telecom Licensed Companies in terms of Clause 22.5 and 22.6 of USA License Agreement.

(c) M/s. Parakh and Co. have been selected as Auditor to carry out the Special Audit of Reliance Communications Ltd. (Stand alone), Reliance Telecom Ltd. and Reliance Communications Infrastructure Ltd. for the year 2006-07 and 2007-08. The Special Auditor will verify whether there is any evasion of License Fees.

(d) The Auditor has been short listed from the panel of Auditors obtained form C and AG and after obtaining details of Experience in Audit of Companies engaged in Telecom business. To ensure that auditor has not relationship with other R-Comm companies, an undertaking to the effect that the Auditor neither has any professional relationship with M/s. Reliance Communications Ltd. Reliance Telecom Ltd., Reliance Communications Infrastructure Ltd. and other related companies of ADA Reliance Group nor has any professional assignment of these companies, has been obtained.

Problems of call drop in mobile networks

†418. SHRI MOTILAL VORA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is aware of the problems of call drop being faced by mobile subscribers;

(b) the time when this came to the notice of Government;

(c) the name of the companies whose subscribers have to face the problem of call drop;

(d) the reasons therefor; and

(e) the steps taken by Government to overcome this problem?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) and (b) Call drop is one of the network related QoS parameter laid down by Telecom Regulatory Authority of India (TRAI) through the Regulation on Quality of Service for Basic and Cellular Mobile Telephone Services, 2000 dated 8th July, 2000 and regulation on Quality of Service for Basic and Cellular Mobile Telephone Services, 2005 dated 1.7.2005 TRAI has been monitoring the performance of the service providers through the quarterly performance monitoring reports (PMRs) against the benchmark of <3% for this parameter. TRAI also periodically appoints independent agencies to assess Quality of Service. Through the PMR and the reports of the independent agencies, call drop in various cellular mobile telephone networks service providers is noted.

(c) The Performance Monitoring Report of the quarter ending September, 2008 reveal that call drop in all the network is within the limit of <3% laid down by TRAI. The performance reported in the PMR is an average figure for the service area as whole.

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†Original notice of the question was received in Hindi.

(d) The major reasons for Call Drop could be due to

(i) Inadequate Coverage

(ii) Inadequate telecom resources to cope with the increased traffic on account of growth in subscriber base.

(iii) Interference.

(e) (i) The reports by the independent agency appointed by TRAI for assessing Quality of Service of Cellular Mobile Service Providers, including call drops, through audit in some of the service areas revealed call drops in excess of the benchmark in some of the pockets/areas. Based on some of these inputs, TRAI recently sought additional information about the percentage of cells having >3% call drop (TCH drop). As per the information received from the service providers during the month of September, 2008, TRAI has noted that in many service areas the call drop exists in some of the pockets. The call drops in these pockets [served by a cell or Base Transceiver Station (BTS) of the Cellular Mobile network of various service providers. An a follow-up and interim measure, recently TRAI had written of Chief Executive Officers of all the cellular mobile service providers to address call drop and to take necessary steps to reduce the incidences of call drop in the network.

(ii) Further, TRAI has recently issued a Consultation Paper on review of Quality of Service of basic and cellular mobile telephone service, in which it is proposed to review the benchmark of call drop parameter for the service area and also proposed additional parameter on percentage off cells/BTS having more than 3% call drop.

(iii) The reports of the independent agency appointed by TRAI for assessing Quality of service are widely published for the information of stakeholders, which also act as a deterrent to service providers against poor quality, including call drop.

Losses incurred by Department of Posts

419. SHRI BHAGAT SINGH KOSHYARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Department of Posts (DoPs) has incurred losses during the last five years and sixteen out of the twenty services being provided by DoP continued to sustain losses over the years;

(b) if so, the quantum of losses suffered by DoP during the last three years;

(c) the measures taken to reduce its losses; and

(d) the details of private courier companies operating in the country and quantum of profits earned by each one of them during the last three years?